

TERMS AND CONDITIONS

Definitions

"We", "us", "our" and "company" are references to Free to Be NLP and Coaching Ltd.
"You", "your" and "client" are references to the person paying for the service, training, workshop or course and agreeing these terms.

"Service", "training", "workshops" or "courses" are provided by Free to Be NLP and Coaching Ltd.

Order acceptance

We have not accepted your booking and your place on a workshop, programme or course will not be confirmed until we receive payment in accordance with the terms offered for our services on that event. We will, however, hold your place on any course or event or the date for any workshop or training for 30 days to allow you time to make the required first payment. We will endeavour to contact you via e-mail and telephone before we give your place or the reserved date to another client.

Once your payment has been received, you will receive a confirmation e-mail including all details relating to the training, coaching or event you have purchased. Until this time, we reserve the right to refuse, cancel or reject any order made by the client. Payment must be made in full before attendance on any section or part of a course, programme, workshop, event or training.

Refunds

Free to Be NLP and Coaching Ltd offer the following conditions:

- You are entitled to a refund less any admin costs of up to 5% if you notify us by email at welcome@freetobenlpandcoaching.co.uk within 14 days of purchase of any product. For digital products, if you access or download the content within this 14-day window, you waive your cancellation rights..
- We offer a 50% refund to clients if they are unhappy with our services after day one of any in-person training only. If you are unhappy with our digital content, we would ask for proof that the client has applied the concepts we teach and that for that client they did not get the promised outcomes.
- You must return, as new, any study materials issued for the training within a further 14 days and before any refund is made. Once the materials are returned the refund will be made within 14 days. If no materials have been provided, the refund will be made within 14 days of notice of cancellation.

- Any monies to be refunded will be reimbursed via the same payment method used in the initial transaction.
- Should the client be unable to attend a course last minute or part of a course due to unforeseen circumstances, we will offer an alternative date.

Cancellation of Courses

If a course, programme, workshop or training has less than 5 clients signed up one week prior to the start date, we reserve the right to cancel and refund all monies paid. We will endeavour to re-schedule you to the next available date or similar event that meets with your timetable. We will inform all clients with as much notice as possible and offer alternatives where possible. In the event of inclement weather conditions or other unforeseen circumstances, we aim to continue with our training, course, workshop or events. Should it prove to be necessary, the training, course, workshop or event will be rescheduled at the earliest possible time.

Invoices

All invoices will be sent via e-mail. Clients are required to pay their invoice in advance of the delivery of any services, training, workshops or courses, using the available method of your choice within 7 days of the invoice issue date, and have in place any agreed payment plan. We accept payment of an invoice via bank transfer, PayPal or the payment platform where the course or programme is hosted, delivered or advertised.

Bank charges

Clients are responsible for the provision of sufficient funds in their account and we will not be held responsible for any charges incurred as a result of overdrawing of the bank account or credit card or as a result of failed transactions.

Processing your Payments

All online purchases are carried out by a third party payment processor with the highest security in place. Please see our Privacy Policy and Data Protection Policy for more details.

Payment for Coaching Services

You agree to pay for the services received from us in advance of the time period during which such services are provided and in accordance with the terms offered at the time of purchase. If you have purchased a coaching package, payment is due in full. A coaching programme may be paid in full or payment terms may be offered. You may pay by cash, bank transfer, by credit or debit card via a link on our website or a landing page, or by PayPal.

Cancellation of NLP Practitioner Certification

We reserve the right to cancel your certification with our company, and may remove our names from any certification or recognition we provide on completion of our courses if we deem necessary. We will provide our decision in writing to the association(s) through which your certification is recognised if this action is taken. Please see our Code of Ethics for more details on expectations.

Queries

Any questions concerning the above stated terms and conditions should be emailed to us at welcome@freetobenlpandcoaching.co.uk before ordering any service.